



Course Information

Customer Service: Providing a 5 Star Experience

Course Code: R-150923-NZ Course Series: Rights and Responsibilities

Learning Pathway: Fundamental



Course aim: How would you like to be treated? Learn how to provide a five star service experience for the older people in your care home.

Target Audience: New Care Staff, Experienced Care Staff, Registered Nurses, Enrolled Nurses, Management, Admin Staff

Learning Outcomes:

After viewing this course participants should be able to:

- Appreciate service as a fundamental philosophy
 - Implement specific service strategies:
 - the hospitality model
 - going the extra mile
 - exceeding expectations
 - demonstrating courtesy
 - under promising, over delivering
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Think About:

Consider the following questions:

From your own experience, what do you consider as excellent customer service?

Do you think about the people you care for and the colleagues you interact with as your 'customers'?

What is your organisation's comments and feedback policy?

Active Learning Hours:

This course and the accompanying assessment may require up to three hours of active learning. It is the learner's responsibility to calculate how many hours of active learning have taken place. The course viewed must be relevant to the care worker or nurse's context of practice for it to be considered continuing professional development. Certificates are available from your coordinator.



Key definitions

Customer	Anyone that staff members interact with, whether a resident, a visitor to the care home or a colleague can be viewed as their 'customer'.
'Direct' Customers	Direct customers are the people directly paying for services and interacting with the supplier eg. your residents.
'Indirect' Customers	An indirect customer is someone who deals with the supplier through an intermediary, or who is indirectly impacted by the service eg. relatives, friends, visitors and colleagues.
Courtesy	Showing politeness in your attitude and behaviour towards others.
Active Listening	Is a communication technique used in counselling, training and conflict resolution, which requires the listener to feedback what they hear to the speaker, by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and understood.



Resources to support your learning

The institute of customer service:
<https://www.instituteofcustomerservice.com/>

DISCLAIMER:

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